Appeon Support Center User Guide

By Appeon Support Team

Last revised: March 26, 2012

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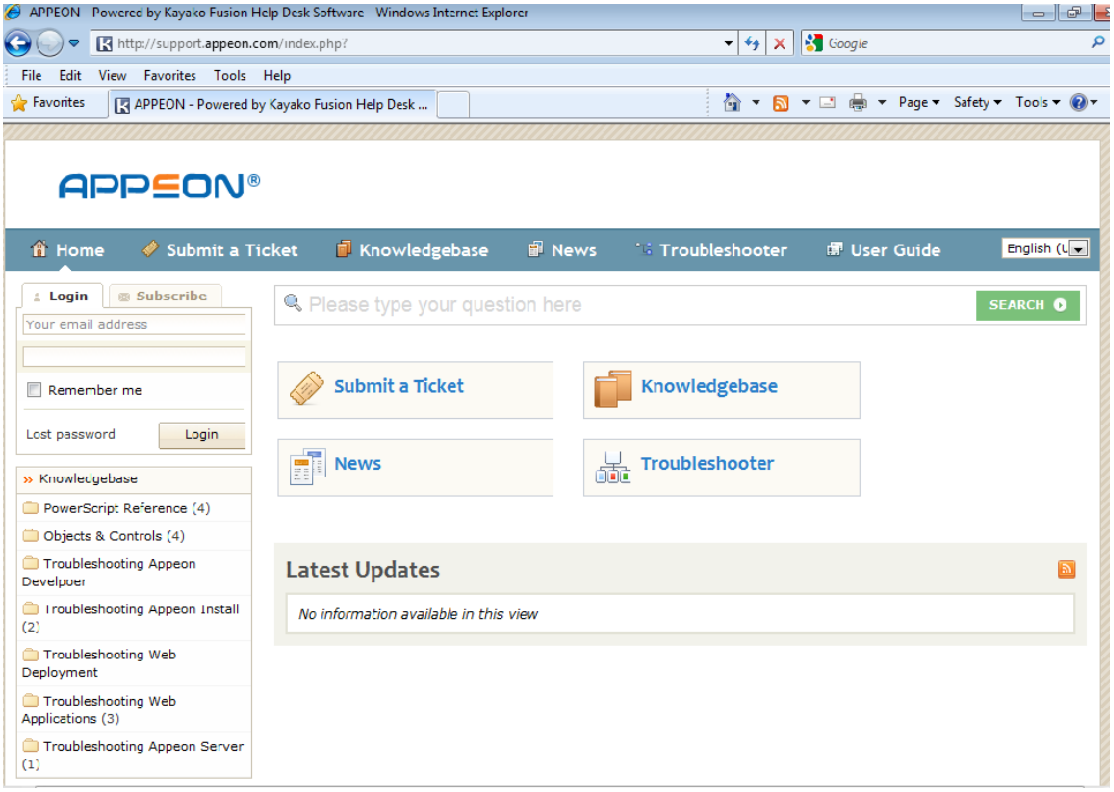
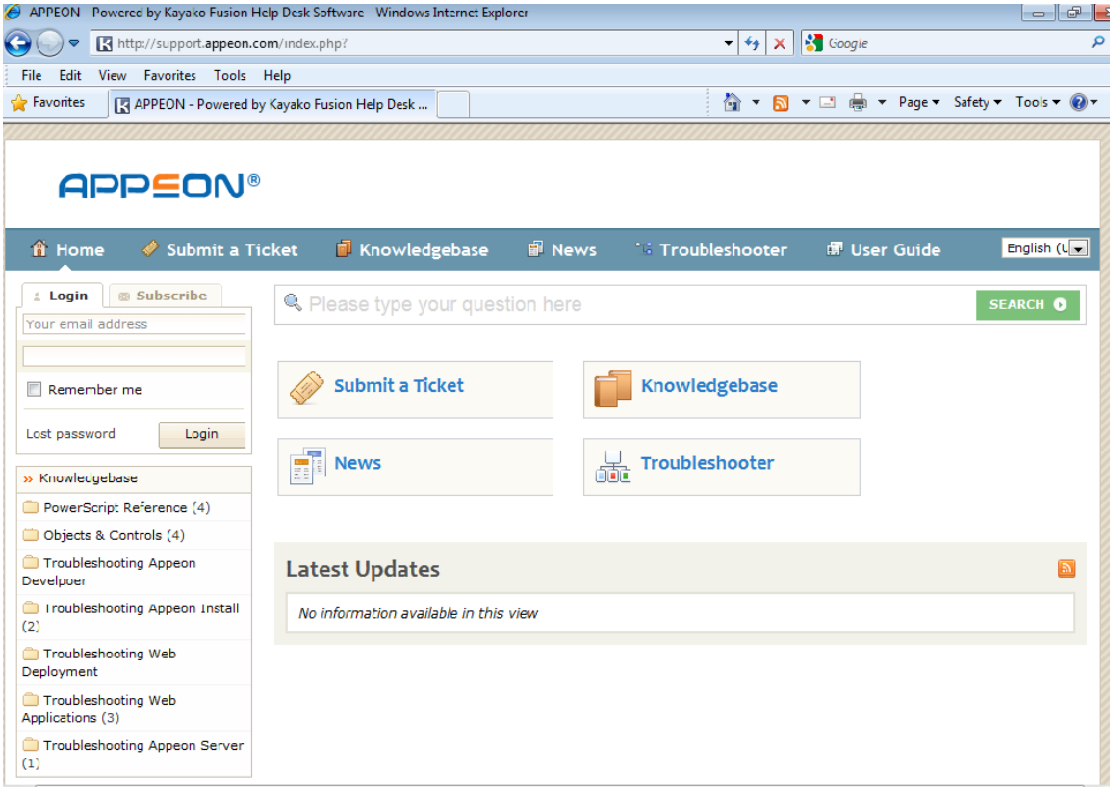
1 Introduction

Appeon Support Center is a software application that provides Appeon customers with better user experience and more effective collaboration. By using Appeon Support Center, your support history is tracked in one place and can be accessed from anywhere. You can see the status of your tickets, read the knowledgebase articles, and look for step by step solutions in Troubleshooter sections.



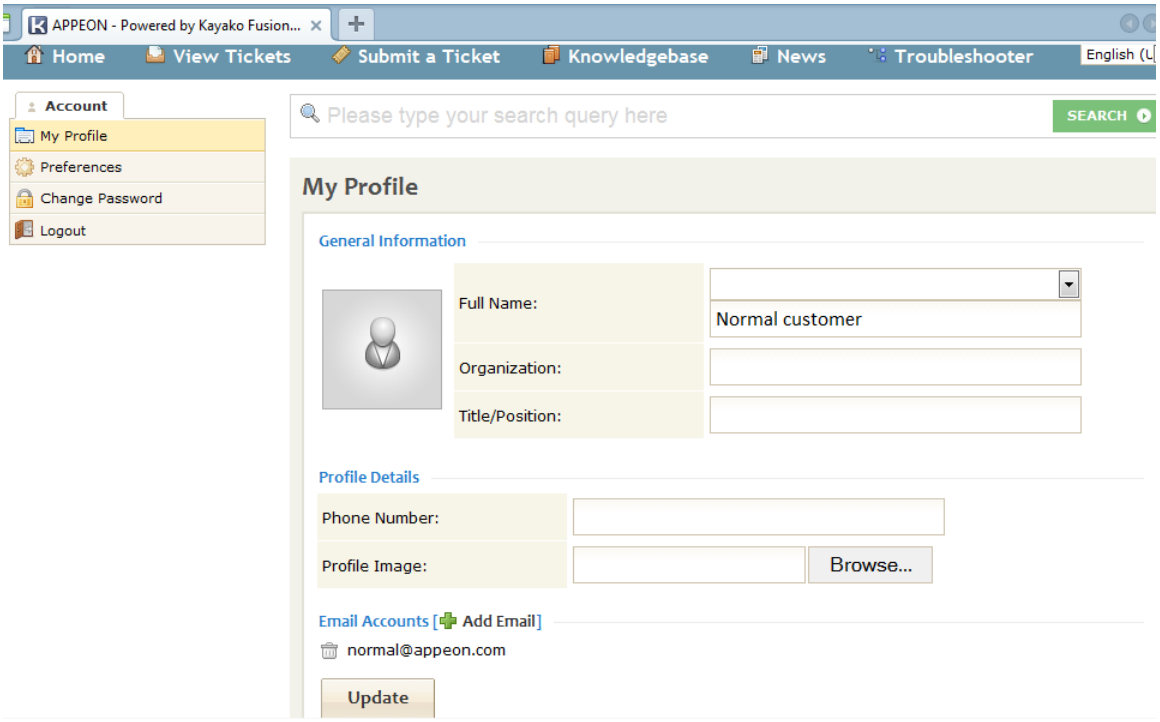
2 Account

Your Account is assigned by Appeon. Please log on with the user name and password we assigned to you. (You can send emails to support@appeon.com to ask for your account if your account is not assigned yet.)



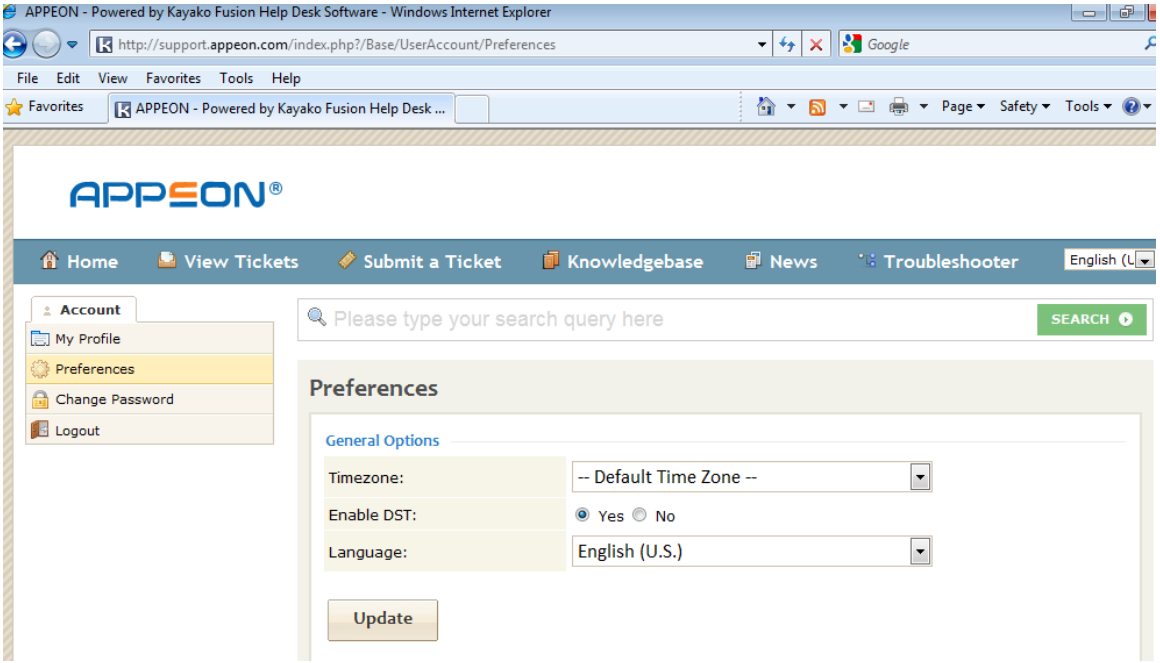
2.1 My Profile

When you first time log on, you will be prompt to My Profile page, as shown below. Or you can click My Profile button from the left pane on the Home page to enter this page. You can complete your profile information here.



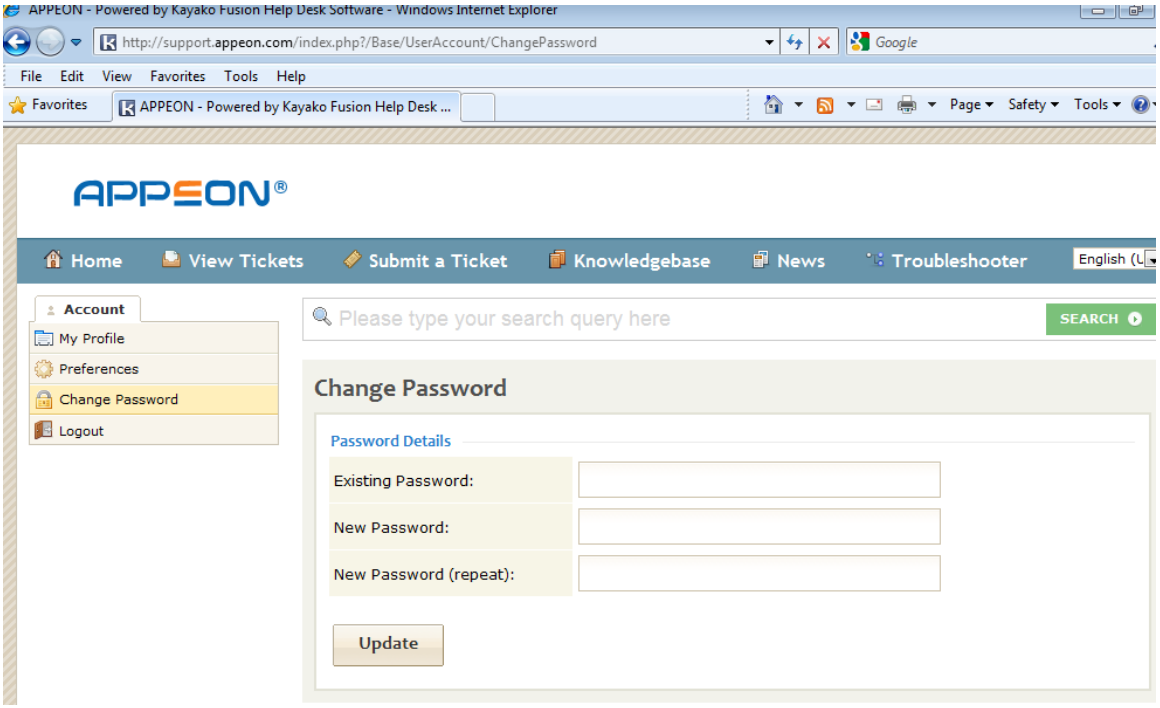
2.2 Preferences

By clicking the Preferences button from the left pane on the Home page, you can set your Time zone, Daylight Saving Time and Language in this page, as shown below.



2.3 Change Password

By clicking the Change Password button from the left pane on the Home page, you can change your password here.

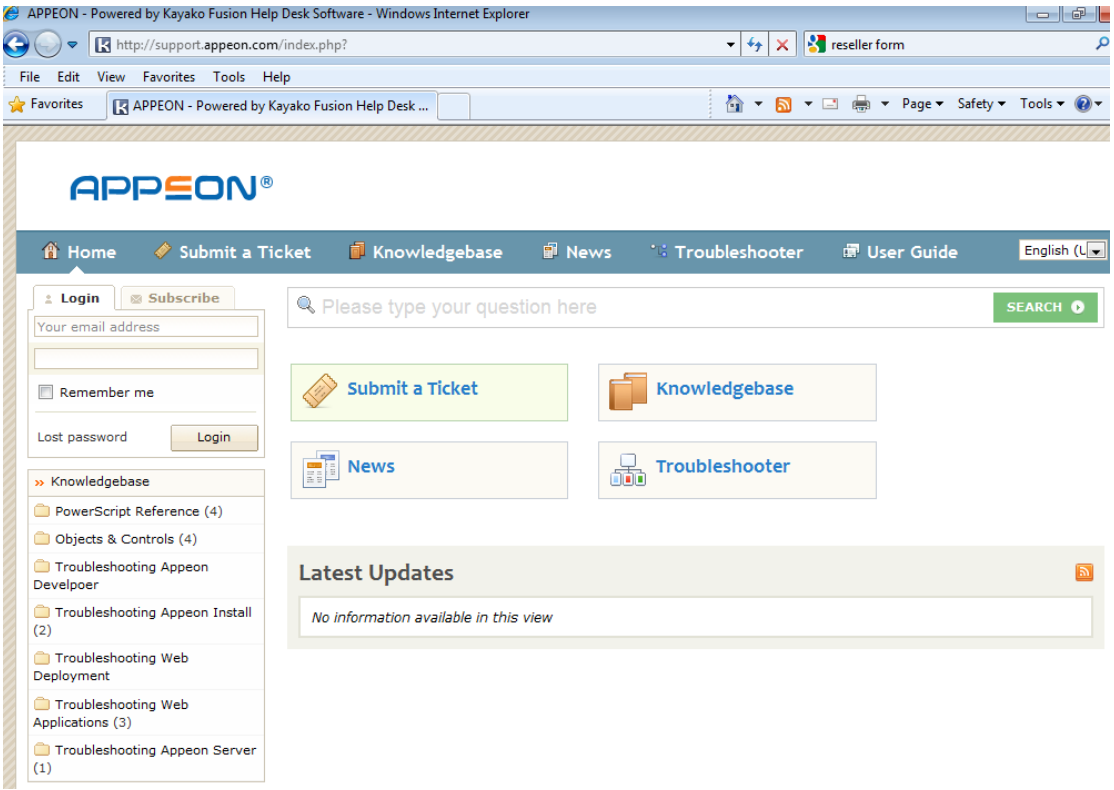


2.4 Log out

By clicking the Logout button from the left pane on the Home page, you will log out the Appeon Support Center.

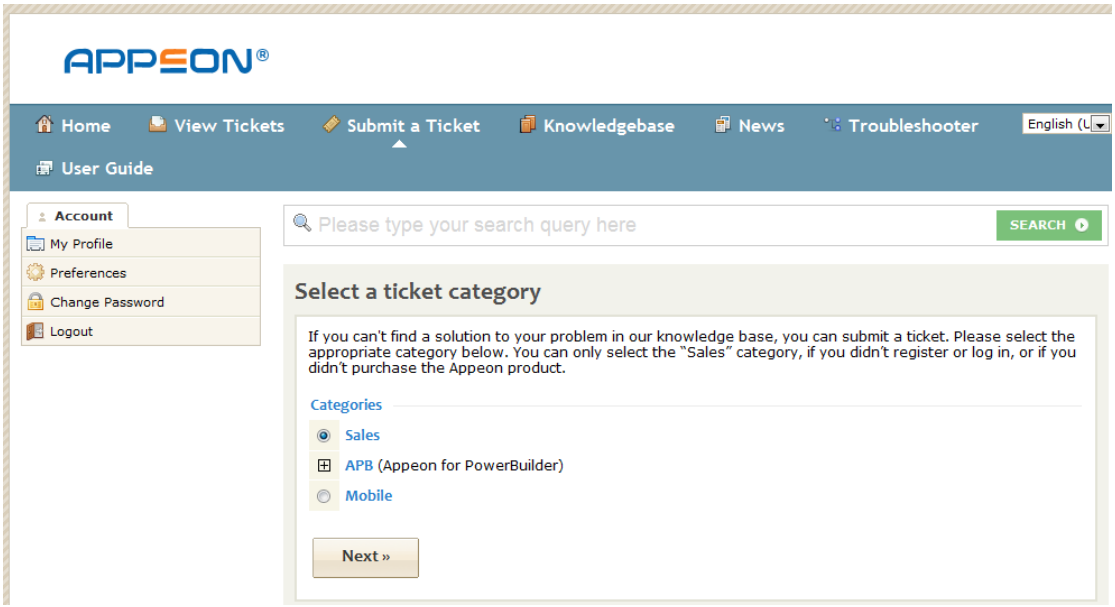
3 Submit a Ticket

Click the Submit a Ticket button form the Home page, or click Submit a Tickets tab on the navigation menu bar.

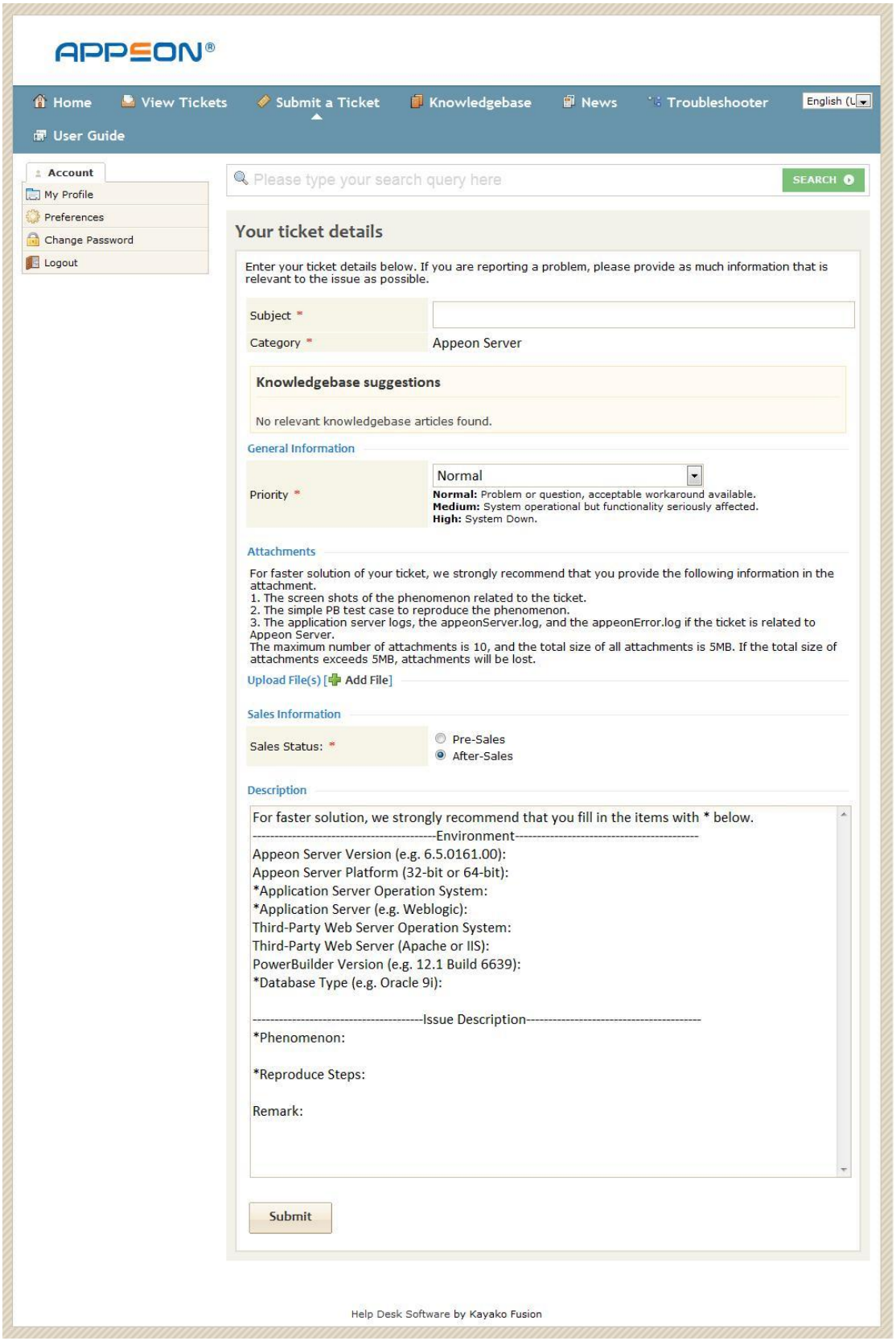


Then it will ask you to select a ticket category. Please select a category, and click the Next button.

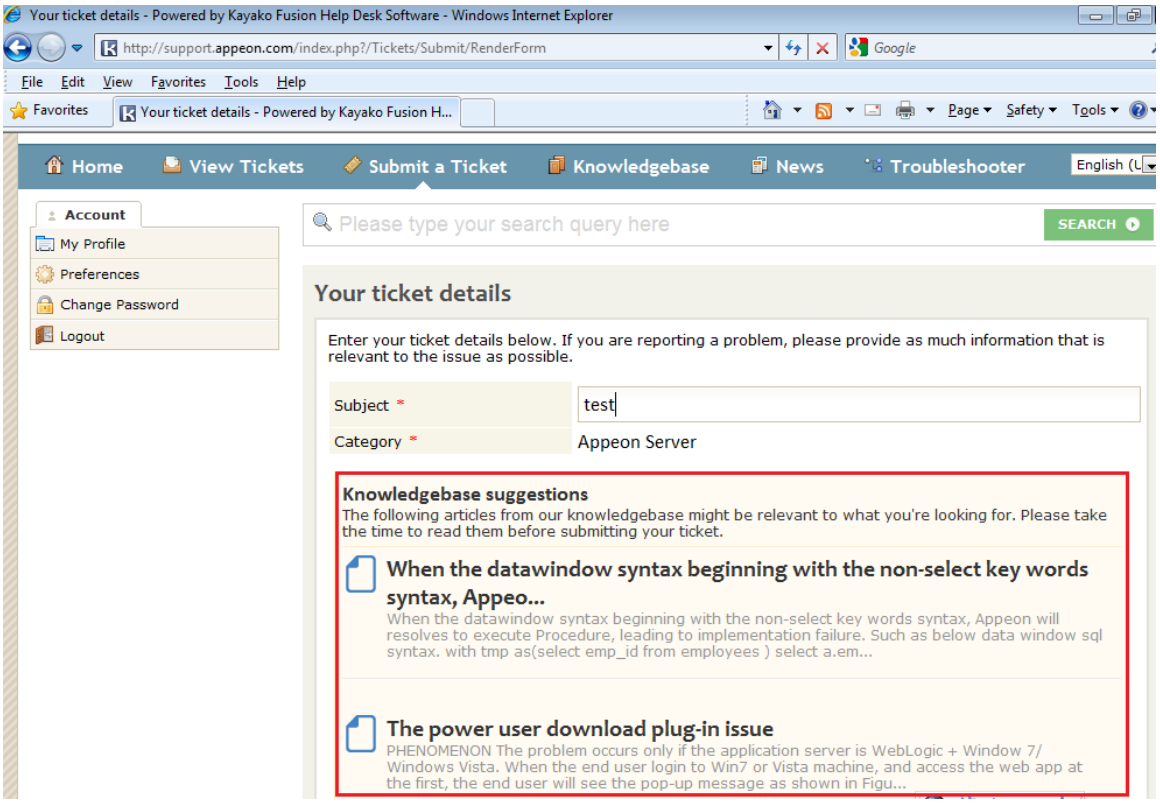
Note: If you don't log on the system or you didn't purchase Appeon product, you can only submit the tickets to Sales category.



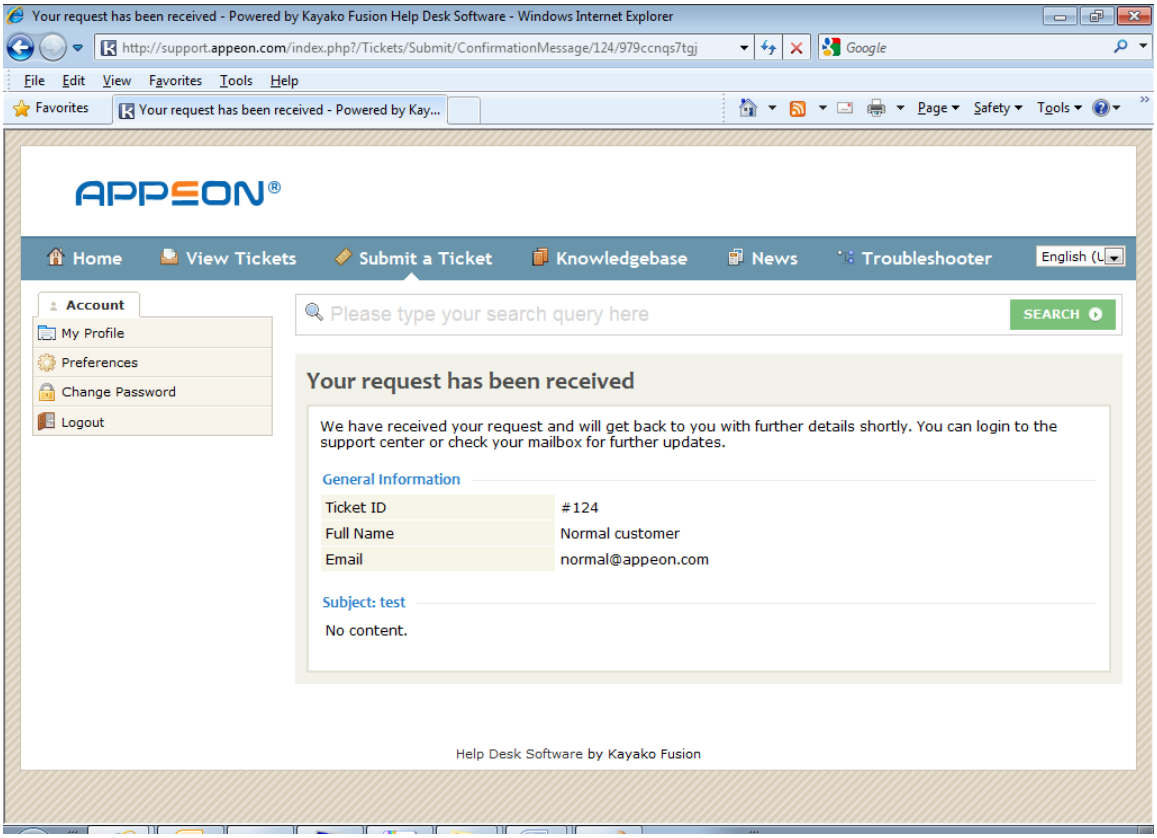
Then you will see Your Tickets Details page, as shown below. Fields with * means you must enter the information there.


APPEON
Home
View Tickets
Submit a Ticket
Knowledgebase
News
Troubleshooter
English (U
User Guide
Account
My Profile
Preferences
Change Password
Logout
Please type your search query here
SEARCH
Your ticket details
Enter your ticket details below. If you are reporting a problem, please provide as much information that is relevant to the issue as possible.
Subject *
Category *
Appeon Server
Knowledgebase suggestions
No relevant knowledgebase articles found.
General Information
Priority *
Normal
Normal: Problem or question, acceptable workaround available.
Medium: System operational but functionality seriously affected.
High: System Down.
Attachments
For faster solution of your ticket, we strongly recommend that you provide the following information in the attachment.
1. The screen shots of the phenomenon related to the ticket.
2. The simple PB test case to reproduce the phenomenon.
3. The application server logs, the appeonServer.log, and the appeonError.log if the ticket is related to Appeon Server.
The maximum number of attachments is 10, and the total size of all attachments is 5MB. If the total size of attachments exceeds 5MB, attachments will be lost.
Upload File(s) [Add File]
Sales Information
Sales Status: *
Pre-Sales
After-Sales
Description
For faster solution, we strongly recommend that you fill in the items with * below.
----------Environment----------
Appeon Server Version (e.g. 6.5.0161.00):
Appeon Server Platform (32-bit or 64-bit):
*Application Server Operation System:
*Application Server (e.g. Weblogic):
Third-Party Web Server Operation System:
Third-Party Web Server (Apache or IIS):
PowerBuilder Version (e.g. 12.1 Build 6639):
*Database Type (e.g. Oracle 9i):
----------Issue Description----------
*Phenomenon:
*Reproduce Steps:
Remark:
Submit
Help Desk Software by Kayako Fusion

When you type in the Subject field, you may notice that it will automatically show the Knowledgebase suggestions that may be related to your subject, as shown below; you can click on the article title to read the detailed information.


Your ticket details - Powered by Kayako Fusion Help Desk Software - Windows Internet Explorer
http://support.appeon.com/index.php?/Tickets/Submit/RenderForm
File Edit View Favorites Tools Help
Favorites
Your ticket details - Powered by Kayako Fusion H...
Page Safety Tools
Home
View Tickets
Submit a Ticket
Knowledgebase
News
Troubleshooter
English (U
Account
My Profile
Preferences
Change Password
Logout
Please type your search query here
SEARCH
Your ticket details
Enter your ticket details below. If you are reporting a problem, please provide as much information that is relevant to the issue as possible.
Subject *
test
Category *
Appeon Server
Knowledgebase suggestions
The following articles from our knowledgebase might be relevant to what you're looking for. Please take the time to read them before submitting your ticket.
When the datawindow syntax beginning with the non-select key words syntax, Appeo...
When the datawindow syntax beginning with the non-select key words syntax, Appeon will resolves to execute Procedure, leading to implementation failure. Such as below data window sql syntax. with tmp as(select emp_id from employees) select a.em...
The power user download plug-in issue
PHENOMENON The problem occurs only if the application server is WebLogic + Window 7/ Windows Vista. When the end user login to Win7 or Vista machine, and access the web app at the first, the end user will see the pop-up message as shown in Figu...

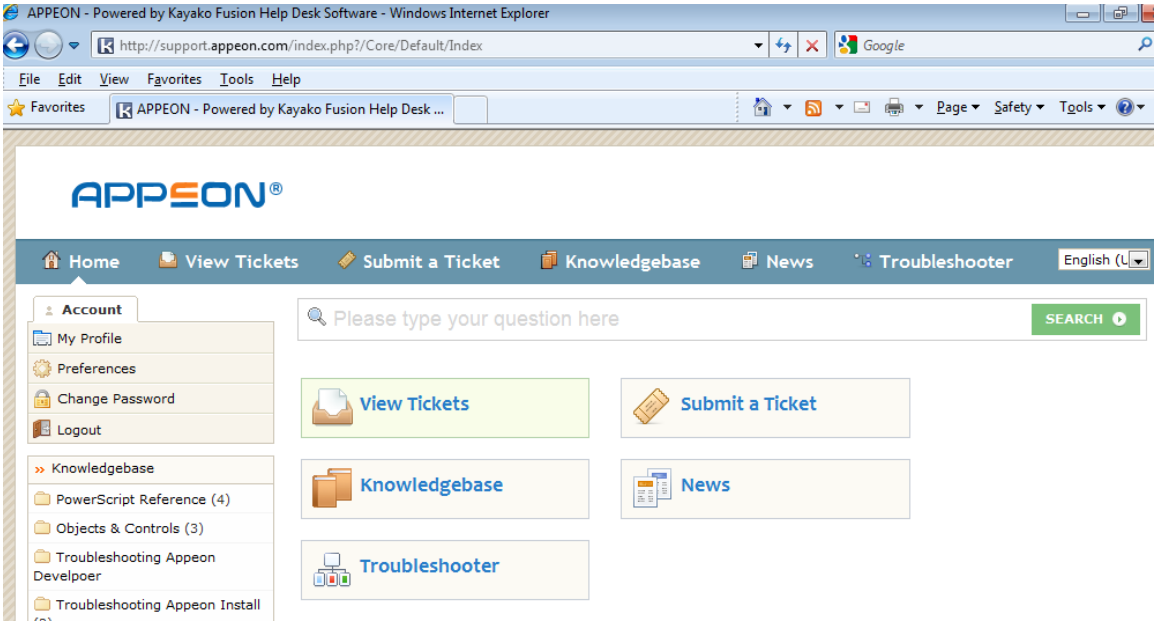
When you complete the information on Your ticket details page, please click the Submit button at the bottom of the page. Then you will see the following figure:



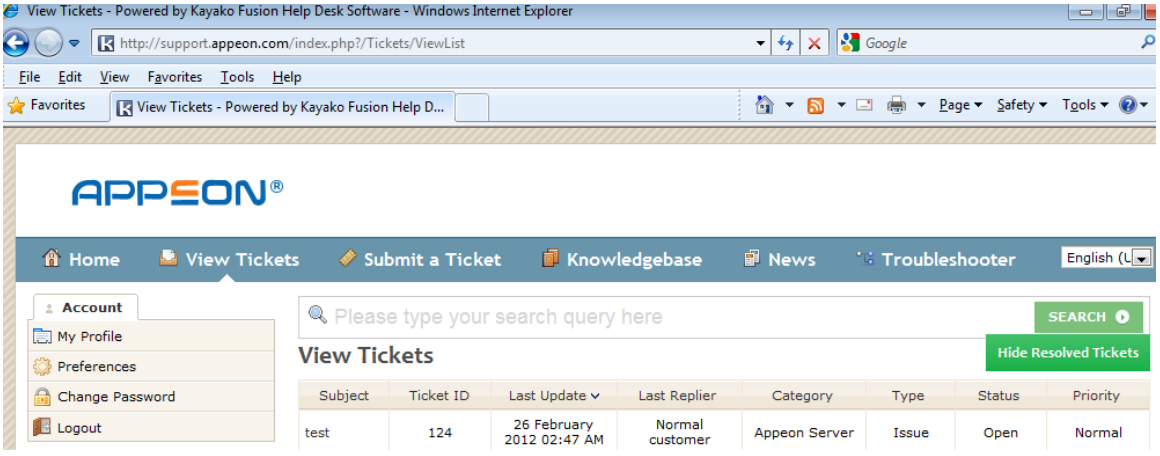
4 View Tickets

Click the View Tickets button from the Home page, or click View Tickets tab on the navigation menu bar.

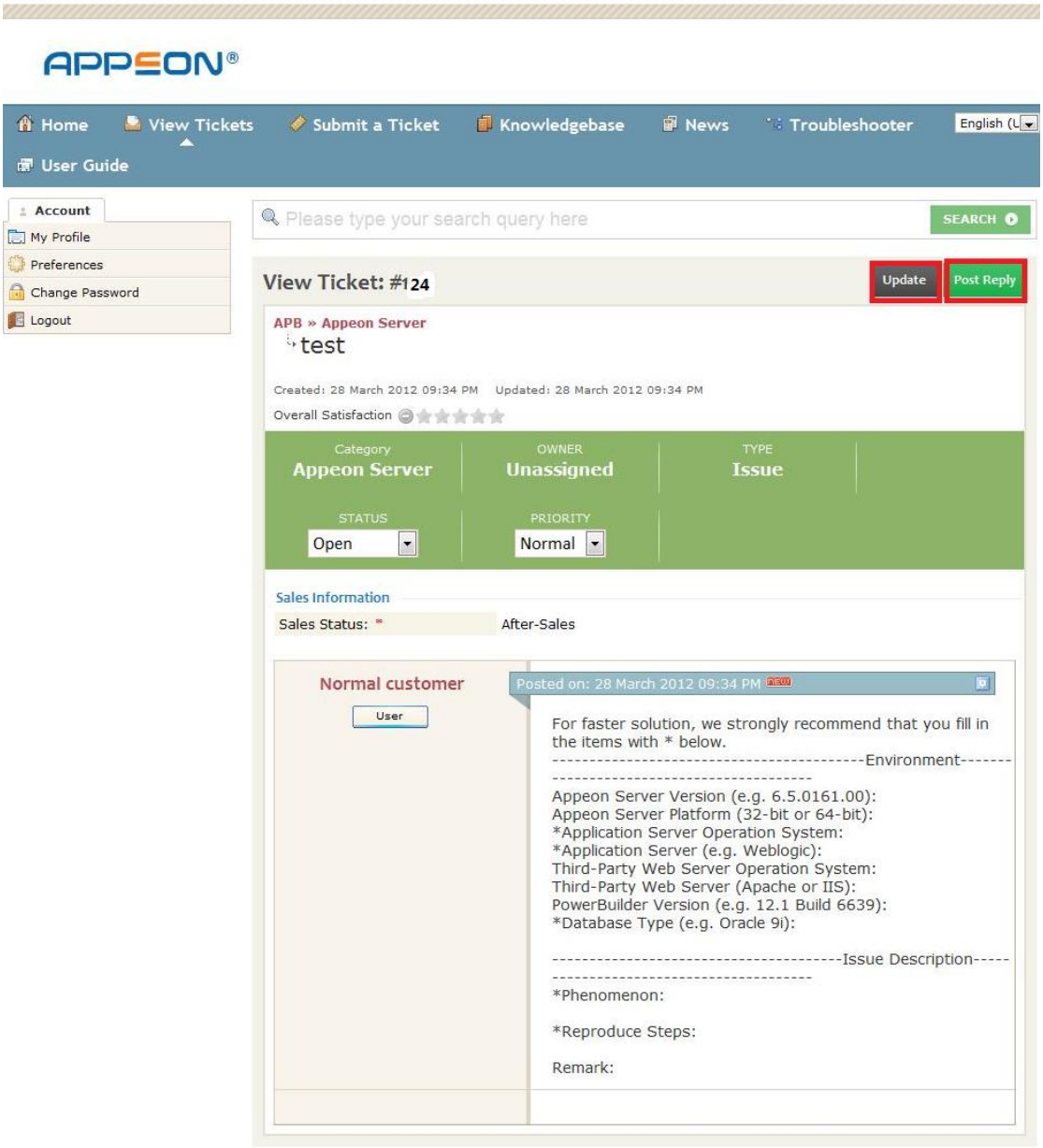
Note: You can only view the tickets submitted by yourself or your organization.



Then you will see your tickets information, as shown below.



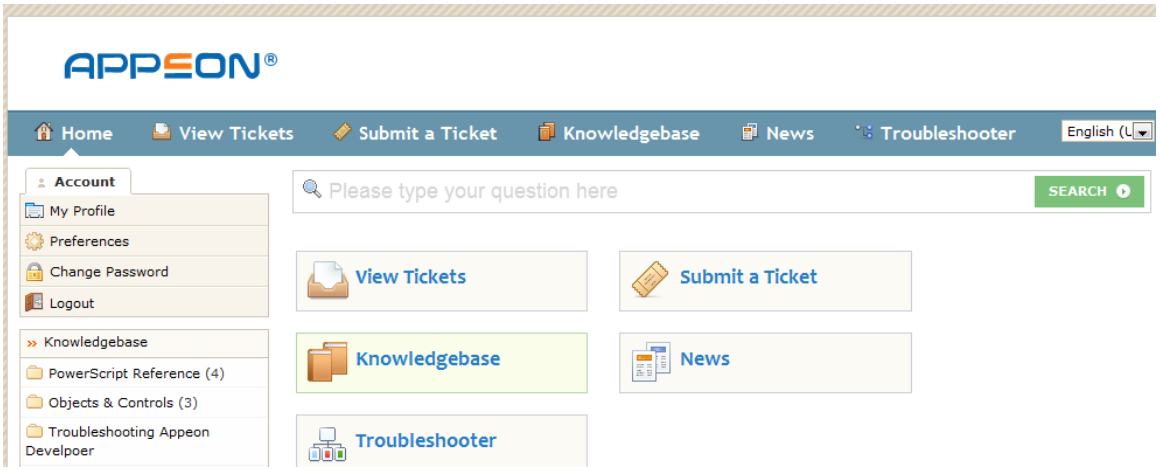
Click on the ticket subject to enter the ticket page. You can update or post reply on your ticket by clicking the Update or Post Reply button as outlined in the red boxes below.


APPEON
Home
View Tickets
Submit a Ticket
Knowledgebase
News
Troubleshooter
English (U
User Guide
Account
My Profile
Preferences
Change Password
Logout
Please type your search query here
SEARCH
View Ticket: #124
Update
Post Reply
APB » Appeon Server
test
Created: 28 March 2012 09:34 PM Updated: 28 March 2012 09:34 PM
Overall Satisfaction
Category
Appeon Server
OWNER
Unassigned
TYPE
Issue
STATUS
Open
PRIORITY
Normal
Sales Information
Sales Status: *
After-Sales
Normal customer
User
Posted on: 28 March 2012 09:34 PM
For faster solution, we strongly recommend that you fill in the items with * below.
----------Environment----------
Appeon Server Version (e.g. 6.5.0161.00):
Appeon Server Platform (32-bit or 64-bit):
*Application Server Operation System:
*Application Server (e.g. Weblogic):
Third-Party Web Server Operation System:
Third-Party Web Server (Apache or IIS):
PowerBuilder Version (e.g. 12.1 Build 6639):
*Database Type (e.g. Oracle 9i):
----------Issue Description----------
*Phenomenon:
*Reproduce Steps:
Remark:

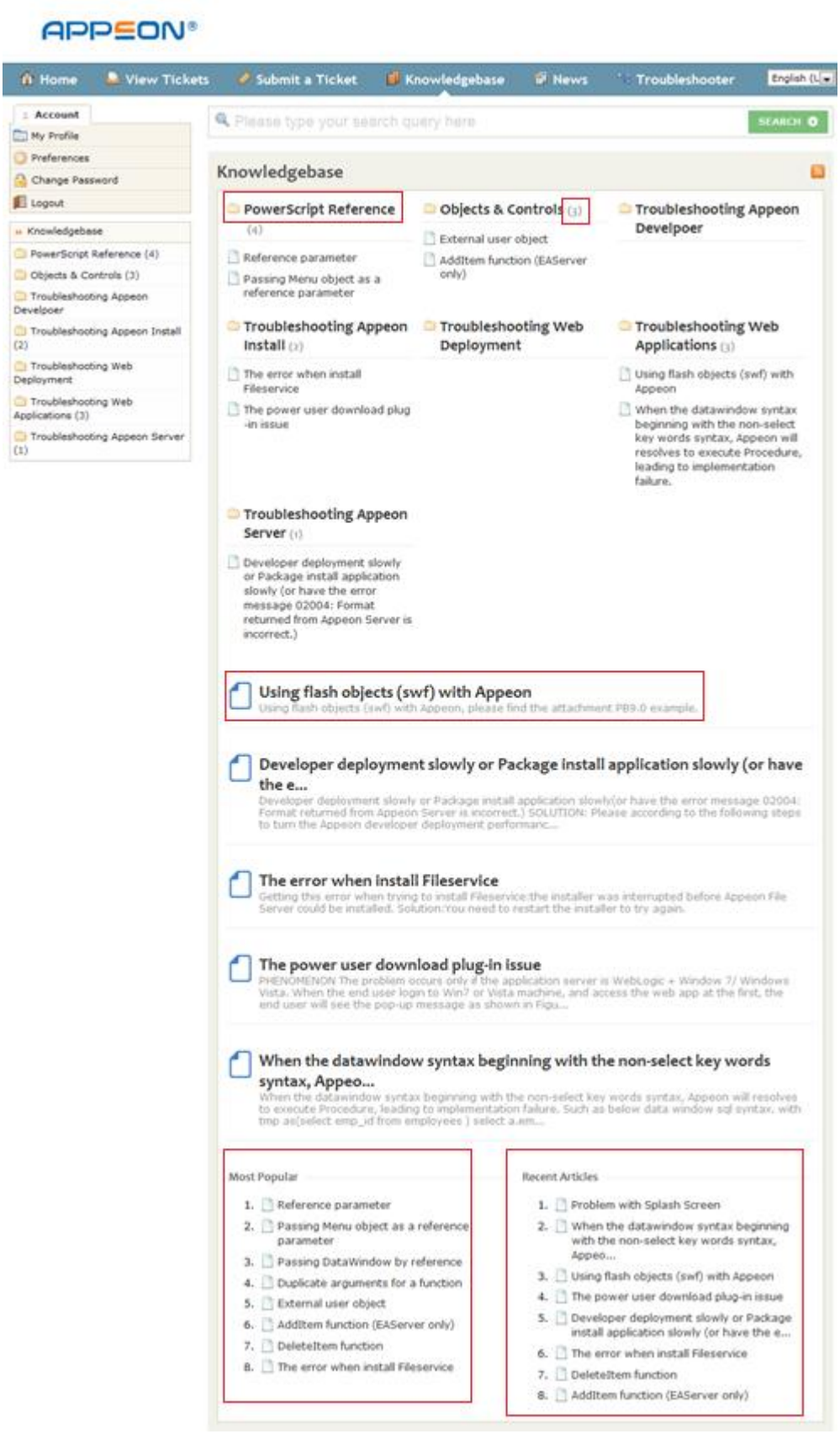
5 Knowledgebase

The knowledgebase is a database of categorized articles that act as an information repository (much like a frequently asked question database) for you.

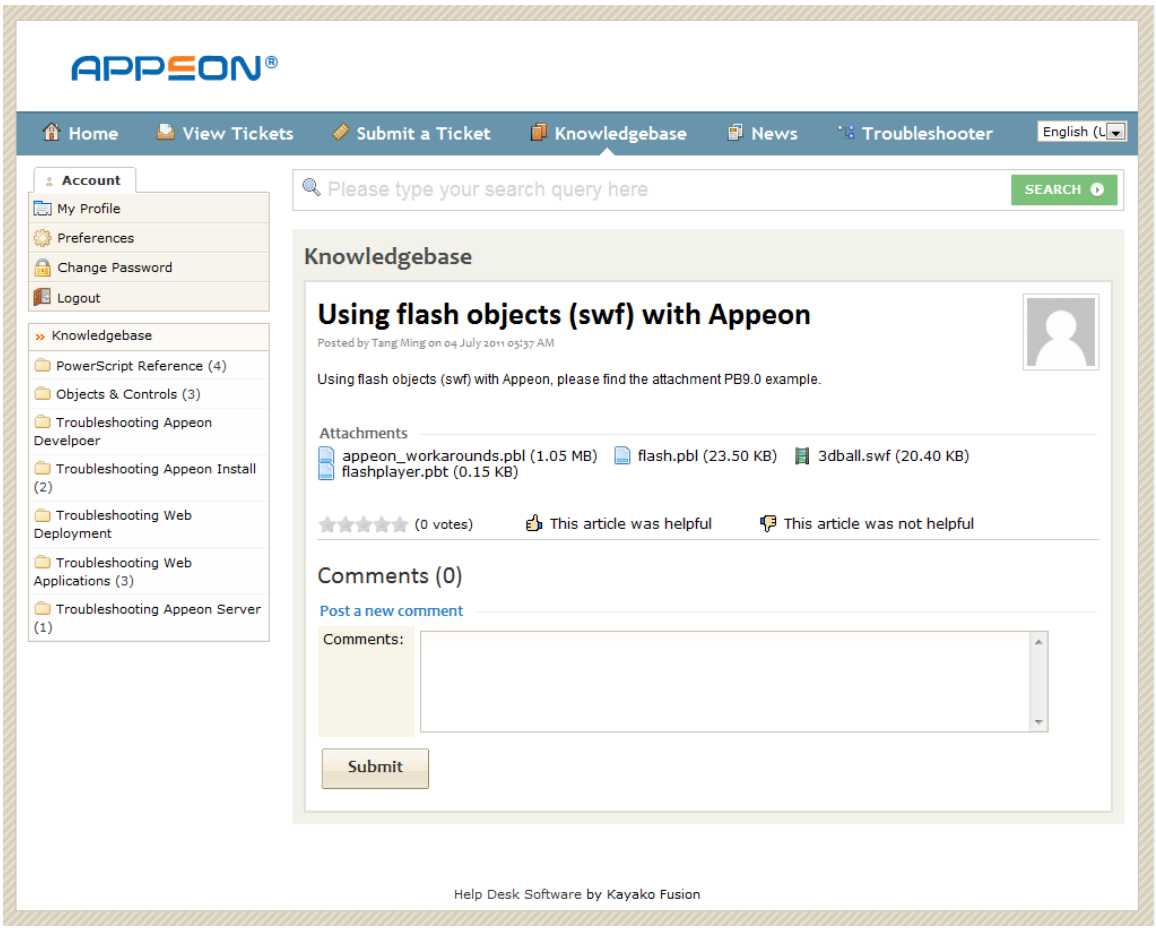
Click the Knowledgebase button from the Home page, or click Knowledgebase tab on the navigation menu bar.



Then you will see the Knowledgebase details page. You may notice that articles are organized by category and sub-category, and total number of articles under this category and sub-category is listed (if any), and the most popular articles and recent articles are listed at the bottom part of the page (if any).


APPEON
Home
View Tickets
Submit a Ticket
Knowledgebase
News
Troubleshooter
English (U
Account
My Profile
Preferences
Change Password
Logout
Knowledgebase
PowerScript Reference (4)
Objects & Controls (3)
Troubleshooting Appeon Developer
Troubleshooting Appeon Install (2)
Troubleshooting Web Deployment
Troubleshooting Web Applications (3)
Troubleshooting Appeon Server (1)
Please type your search query here
SEARCH
Knowledgebase
PowerScript Reference (4)
Reference parameter
Passing Menu object as a reference parameter
Objects & Controls (3)
External user object
AddItem function (EAServer only)
Troubleshooting Appeon Develpoer
Troubleshooting Appeon Install (2)
The error when install Fileservice
The power user download plug-in issue
Troubleshooting Web Deployment
Troubleshooting Web Applications (3)
Using flash objects (swf) with Appeon
When the datawindow syntax beginning with the non-select key words syntax, Appeon will resolves to execute Procedure, leading to implementation failure.
Troubleshooting Appeon Server (1)
Developer deployment slowly or Package install application slowly (or have the error message 02004: Format returned from Appeon Server is incorrect.)
Using flash objects (swf) with Appeon
Using flash objects (swf) with Appeon, please find the attachment PB9.0 example.
Developer deployment slowly or Package install application slowly (or have the e...
Developer deployment slowly or Package install application slowly(or have the error message 02004: Format returned from Appeon Server is incorrect.) SOLUTION: Please according to the following steps to turn the Appeon developer deployment performanc...
The error when install Fileservice
Getting this error when trying to install Fileservice:the installer was interrupted before Appeon File Server could be installed. Solution:You need to restart the installer to try again.
The power user download plug-in issue
PHENOMENON The problem occurs only if the application server is WebLogic + Window 7/ Windows Vista. When the end user login to Win7 or Vista machine, and access the web app at the first, the end user will see the pop-up message as shown in Figu...
When the datawindow syntax beginning with the non-select key words syntax, Appeo...
When the datawindow syntax beginning with the non-select key words syntax, Appeon will resolves to execute Procedure, leading to implementation failure. Such as below data window sql syntax, with tmp as(select emp_id from employees) select a.em...
Most Popular
1. Reference parameter
2. Passing Menu object as a reference parameter
3. Passing DataWindow by reference
4. Duplicate arguments for a function
5. External user object
6. AddItem function (EAServer only)
7. DeleteItem function
8. The error when install Fileservice
Recent Articles
1. Problem with Splash Screen
2. When the datawindow syntax beginning with the non-select key words syntax, Appeo...
3. Using flash objects (swf) with Appeon
4. The power user download plug-in issue
5. Developer deployment slowly or Package install application slowly (or have the e...
6. The error when install Fileservice
7. DeleteItem function
8. AddItem function (EAServer only)

The Knowledgebase can be commented. For example, click on article *Using flash objects (swf) with Appeon* in the figure above, then you will open that article, then you can add your comments at the Comments field, as shown below.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Home
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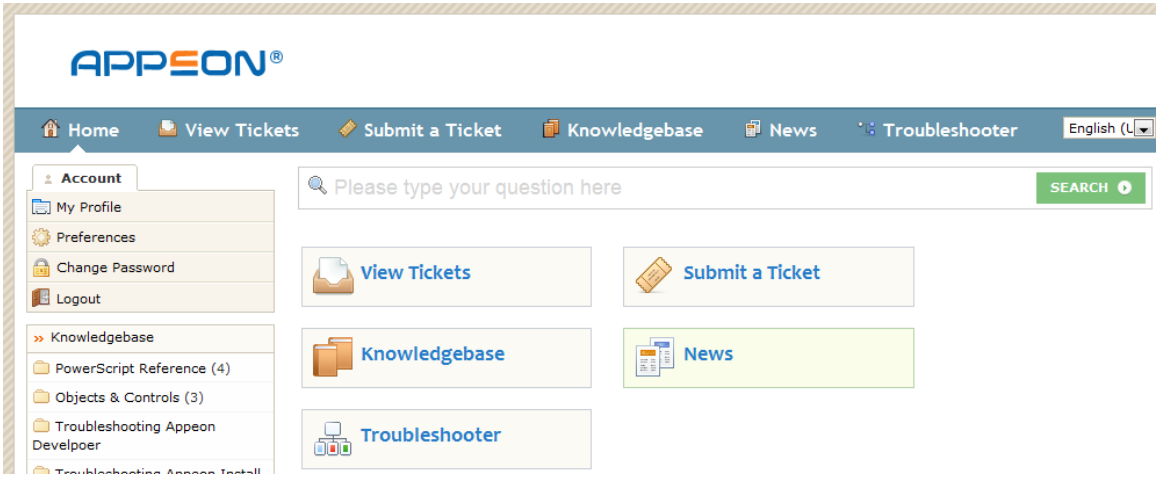
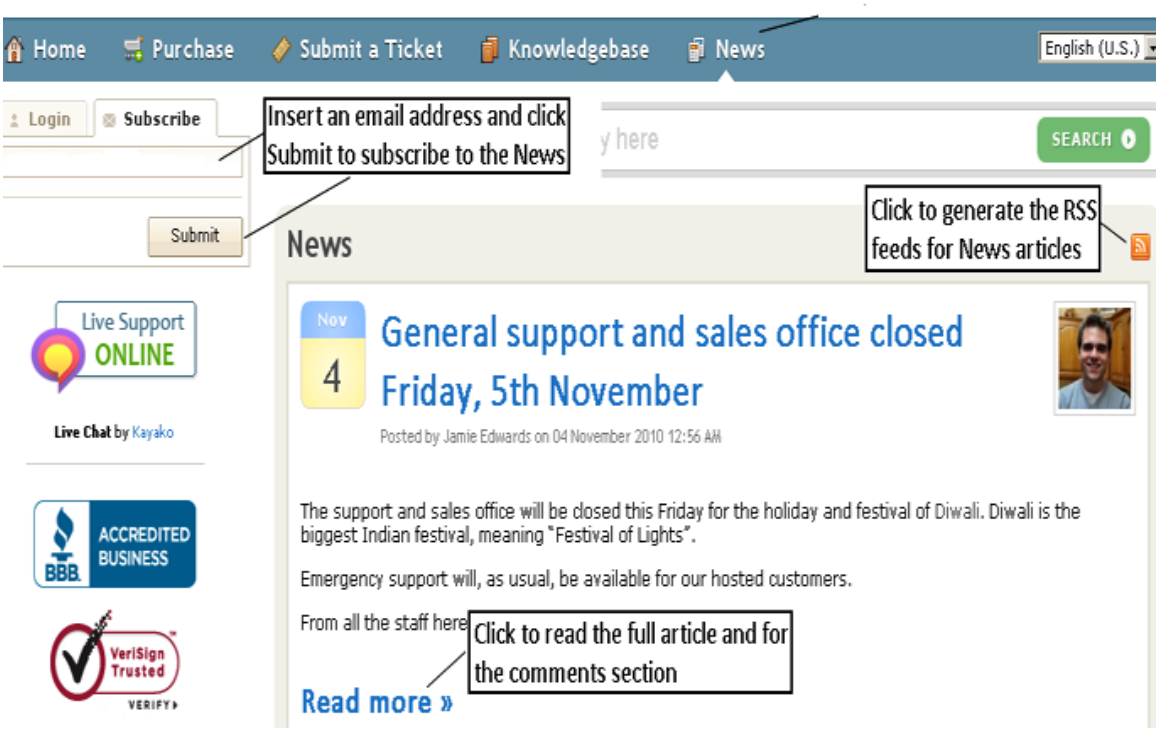
Troubleshooting Appeon Develpoer
Troubleshooting Appeon Install (2)
Troubleshooting Web Deployment
Troubleshooting Web Applications (3)
Troubleshooting Appeon Server (1)
Please type your search query here
SEARCH
Knowledgebase
Using flash objects (swf) with Appeon
Posted by Tang Ming on 04 July 2011 05:37 AM
Using flash objects (swf) with Appeon, please find the attachment PB9.0 example.
Attachments
appeon_workarounds.pbl (1.05 MB)
flash.pbl (23.50 KB)
3dball.swf (20.40 KB)
flashplayer.pbt (0.15 KB)
(0 votes)
This article was helpful
This article was not helpful
Comments (0)
Post a new comment
Comments:
Submit
Help Desk Software by Kayako Fusion

6 News

Click the News button from the Home page, or click News tab on the navigation menu bar.

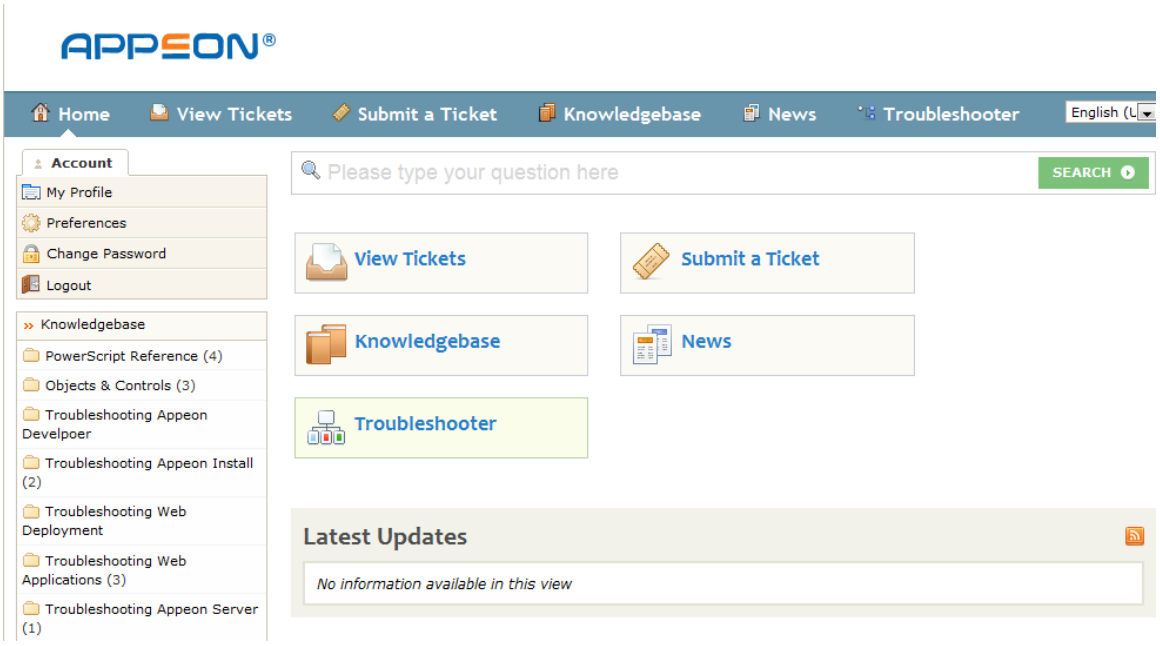


Then you will see the News details page, as shown below.


Home
Purchase
Submit a Ticket
Knowledgebase
News
English (U.S.)
Login
Subscribe
Submit
Insert an email address and click Submit to subscribe to the News
SEARCH
Click to generate the RSS feeds for News articles
News
Live Support ONLINE
Live Chat by Kayako
ACCREDITED BUSINESS
VeriSign Trusted
Nov
4
General support and sales office closed Friday, 5th November
Posted by Jamie Edwards on 04 November 2010 12:56 AM
The support and sales office will be closed this Friday for the holiday and festival of Diwali. Diwali is the biggest Indian festival, meaning "Festival of Lights".
Emergency support will, as usual, be available for our hosted customers.
From all the staff here
Click to read the full article and for the comments section
Read more »

7 Troubleshooter

Click the Troubleshooter button from the Home page, or click Troubleshooter tab on the navigation menu bar.



Then you will see the Troubleshooter details page. Troubleshooter wizards guide you through a series of steps in order to diagnose and resolve common problems. The solutions are organized by category, as shown below.